

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Friday, July 10, 2026 9:52 AM
To: Mary J McVey
Cc: Consumer Contact
Subject: RE: Docket No. 20250122-WS

Good Morning,

We will be placing your comments below in consumer correspondence in Docket No. 20250122, and forwarding them to the Office of Consumer Assistance.

Thank you!

Tristan Davis

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: Mary J McVey <maryjanewalchmcvey@icloud.com>
Sent: Friday, July 10, 2026 9:50 AM
To: clerk@psc.state.fl.us.
Cc: Mary Jane McVey <mjanem44@gmail.com>
Subject: Docket No. 20250122-WS

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Regarding: Application for staff-assisted rate case in Highlands County by Sun Communities Acquisitions, LLC d/b/a Buttonwood Bay Utilities,

DOCKET NO. 20250122-WS

Please include my comments to be considered regarding proposed rate increase for Buttonwood Bay Utility customers.

Only as of June 26, 2026 have I been made aware of a meeting for a possible water/sewer rate increase for my community. And it was never brought to residents awareness of a separate entity for water services.. Monthly invoices

are from Buttonwood Bay and collected by one withdrawal for rent and utilities on a monthly basis. Always complaints or issues have never been properly addressed to the correct people. Certainly we/I were unaware of your office for action needed....for years.....

I hereby absolutely disapprove of the seemingly huge increase.

Residents are required to water lawns and wash houses one or twice a year.... These waters constitute the greater percentage of use in my individual home. No sewer charges should be accrued.

From my personal consideration:

I have lived in Buttonwood as a snowbird since the early 2000's and as a full time resident at this residence - 253 Birch Drive, Sebring since 2013. While living on 62 Barracude as a snowbird the water was rusty red which destroyed clothing and smelled putrid. In all my years here I have purchased distilled or reverses osmosis water for consumption.

Living on Birch Drive only a block from Buttonwoods water plant my water has continued to have a foul smell and bad taste. I had hoped after the improvements the problems would be resolved. To no avail at least for me. I finally installed my own personal filter for incoming water and it has eliminated the smell. I still purchase drinking water!

In regard to the rate increases:

We residents should not have to recoup the approximately \$200,000 improvements in a single year with a huge rate increase. Most businesses amortize capital improvements one a period of time!

Personally, I am 82 years old, widowed and living on SSI of \$2400 a monthly.! A large rate increase will make my life very difficult.

Please approve only a minimal rate increase!!! Thank you for considering my concerns.